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TRANSMITTAL FORM (to be used for all correspondence after initial filing)	Application Number	10/721704	
	Filing Date	November 25, 2003	
	First Named Inventor	Howard M. Lee	
	Art Unit	Not yet assigned	
	Examiner Name	Not yet assigned	
Total Number of Pages In This Submission	131	Attorney Docket Number	062403.P002

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Firm or Individual name	PELOQUIN, PLLC 800 Fifth Avenue, Suite 4100 Seattle, WA 98014-3100	
Signature	<i>Mark S. Peloguin, Esq.</i>	
Date	October 15, 2005	

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Patent Application of:)

Howard M. Lee)

Examiner: Not Yet Assigned

Application No.: 10/721704)

Art Unit: Not Yet Assigned

Filed: November 25, 2003)

For: Audio/Video Service Quality Analysis)
of Customer/Agent Interaction)

Mail Stop Amendment
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Respectfully submitted,

PELOQUIN, PLLC

Dated: Oct 15, 2005

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Complete if Known

Application Number	10/721704
Filing Date	November 25, 2003
First Named Inventor	Howard M. Lee
Art Unit	Not Yet Assigned
Examiner Name	Not Yet Assigned
Attorney Docket Number	062403 P002

U. S. PATENT DOCUMENTS

[illegible]

FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No.	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear	†
/T.M./		Country Code*Number**Kind Code*(if known) PCT/US04/39423	08-29-2005	HYPHERQUALITY, LLC (Intl srch rt)		
/T.M./		PCT/US04/39423	08-29-2005	HYPHERQUALITY, LLC (Written opin)		

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/Thomas Mansfield/

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The following papers were received in the United States Patent and Trademark Office:

Applicant: Howard M. Lee
Attorney: Mark S. Peloquin, Esq.
Title of Invention: AUDIO/VIDEO SERVICE QUALITY ANALYSIS OF CUSTOMER/
AGENT INTERACTION
Serial No.: 10/721704
Filing Date: November 25, 2003
Docket No.: 062403.P002
Express Mail No.: EQ 345518796 US

- _____ (1) Information Disclosure Statement and Form PTO/SB/08B (3 pages)
- _____ (1) Copies of Cited References (126 pages)
- _____ (1) Express Mail Certificate of Mailing
- _____ (1) Transmittal Form (1 page)

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